



CITY OF HAYWARD

AGENDA REPORT

AGENDA DATE 11/18/03

AGENDA ITEM _____

WORK SESSION ITEM WS #3

TO: Mayor and City Council

FROM: Director of Public Works

SUBJECT: Emergency Operations Center Project

RECOMMENDATION:

It is recommended that the Council review and comment on this report.

DISCUSSION:

Emergency operation centers (EOCs) are essential for the effective direction, control and coordination of emergency response efforts. They facilitate the collection and dissemination of information, and the coordination of all available resources to ensure public safety and welfare.

The City's current EOC is located in the training room on the second floor of the Police Department. Through various exercises, it has become clear that this location is inadequate in both size and function to deal with any sort of emergency requiring a long-term activation. Consequently, at the time the Utilities Center was constructed on Soto Road, it was planned to construct a new EOC on the second floor of that facility. After further review, it has now become apparent that even though the Utilities Center under went a seismic upgrade at the time it was constructed, it cannot be further upgraded to meet current essential facility seismic standards without significant expenditures of monies far exceeding the available resources budgeted in the Capital Improvement Program (CIP). After internal discussions with all Departments primarily responsible for the operation of the EOC, it became apparent that the current City Hall meets all the criteria for a first class EOC and that the City should pursue necessary changes to the facility to allow the City Hall to function as the EOC in an emergency. The approved 2003-04 Capital Improvement Program contains \$350,000 allocated for that purpose. Although funding was included in the CIP budget, it was understood that expenditures could not take place until further review by the Council.

BACKGROUND:

Using our present concept of an EOC, participants must be physically present in order to share information, make decisions, and deploy resources. In order for those participants to perform

their functions effectively, they must have sufficient space to work, access to information and the ability to communicate both inside and outside the EOC.

However, in discussions with the Fire and Police Departments, it has become clear that advances in technology and communications such as the Internet, Intranet, Wireless Networks, Radios, Satellite Communications, and GIS Mapping have opened up significant opportunities to overcome the limitations of a physical EOC. With web-enabled hardware and software, participants can effectively be part of the EOC process without being physically present in the EOC. By reducing the number of people required to be physically present in the EOC, the space requirements are reduced proportionally. Because the number of people that need to be present at any given moment or location is reduced, the current existing work and meeting space at City Hall is more than sufficient to serve the need of an EOC.

The City Hall meets all current essential facility standards. It was originally designed to not only survive, but to be operational after a major seismic event on the Hayward Fault. It is base isolated, and has an emergency generator capable of powering the entire building under full load. The technology and communications capability designed into the building were state of the art at the time the building was constructed. Since that time, telecommunications capabilities have been further enhanced. The City Hall houses all the necessary technology backbone, zoning and building records, and the utility and infrastructure maps and records that would be necessary in a major emergency. Space and equipment for the Finance, Logistics, Planning and Operations Sections to function efficiently is readily available. City Hall also has an ideal communications and briefing location in the Council Chambers.

Technology Issues

As stated previously, technology has changed the way that EOCs need to function. The "Virtual EOC" is now a reality.

1. Connectivity between the City's geographical sites:

The City has approximately 18 geographical locations that are interconnected with a variety of communication systems. There is an extensive system of fiberoptic cable, T-1 telephone and wireless connections that allow access to all of the City's remote locations. The majority of the City's telecommunications systems reside at City Hall. These core systems can be utilized from the various geographical locations via our networks using the connectivity systems described. The City's Technology Services staff is in the process of implementing redundant connections to allow for alternate means of communication should a connection problem arise on one of the existing systems. This redundancy will ensure that no area is without a secondary, and in some cases even more, failsafe capability.

2. Description of the E-Team EOC Software:

Staff is considering the use of an EOC software system. One of the most commonly used packages is E-Team. The E-Team's system for crisis management enables the command

and control needed for the most effective response. This system is currently used by a wide variety of public entities for large-scale disasters, everyday incidents, and major planned events. This system allows all users access to real-time information, which allows for a common operational picture, and a more organized, effective and faster response.

This system provides easy-to-use tools for: Incident Reporting and Tracking; Critical Infrastructure Reporting; Situation Reporting; Action Planning; Personnel Management; Alert Notification; Real Time Messaging; GIS Mapping and Data Sharing.

3. Disaster recovery and data mirroring:

Technology Services has implemented a Disaster Recovery System (DSR) that will enable the City to continue data operations before, during and after an emergency. The DSR allows for dual backup of all our data systems to two geographical locations, City Hall and the Corporation Yard, along with tape backup of all data (stored offsite) that will ensure continued operations should a crisis occur. The plan also has two mirror sites, City Hall and the Police Department, to allow for operations should one site fail. This system allows for redundancy of operations during emergencies. These various redundant systems are dispersed between City Hall, the City Corporation Yard and Police Headquarters.

4. Wireless connectivity:

Technology Services is in the planning phase of creating a comprehensive point-to-point wireless connectivity system throughout the City's various geographical locations. The hub of this wireless network will be located at City Hall. This system, once in place, will ensure that an independent connectivity system will be available for use. Inside of the City Hall building there already exists a comprehensive wireless network. This system allows wireless connectivity to all forms of computerized appliances. City staff will be specifically able to use laptop and handheld units to access the City's core systems and applications. The City Hall is unique within all the geographical sites; no other site is so thoroughly situated with internal and wireless signal capabilities.

Security Issues

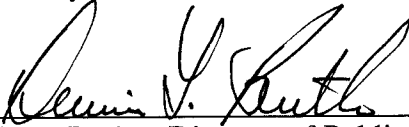
While all government offices are a potential target for protests and acts of civil disobedience, Hayward City Hall is no more a likely target than other major government centers located in Hayward such as the County Offices. It should be noted that the construction of the City Hall building allows it to be quickly secured should the need ever arise.

Next Steps

Upon Council concurrence with the selection of the City Hall as the future EOC, staff will proceed with the necessary detailed planning and acquisitions. An EOC exercise will be

conducted by the end of March, 2004. Every effort will be made to include the City Hall location as part of that exercise.

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Approved by:


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